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151 Southhall Lane, Ste 450  
Maitland, FL 32751  
P.O. Drawer 200  
Winter Park, FL 32790-0200  
www.inteserra.com

July 28, 2020  
Via Overnight Delivery

Ms. Jocelyn Boyd, Chief Clerk  
South Carolina Public Service Commission  
101 Executive Center Dr.  
Suite 100  
Columbia, SC 29210

RE: Matrix Telecom, LLC d/b/a Matrix Business Technologies d/b/a Trinsic Communications d/b/a  
Lingo - Authorized Utility Representative Form  
Docket No. 2005-98-C & Order No. 2020-438

Dear Ms. Boyd:

Enclosed for filing please find the Authorized Utility Representative Form ("Form") submitted on behalf of Matrix Telecom, LLC ("Company"). This updated form adds the Company's new d/b/a Lingo as outlined in the Name Change Notification filing submitted on June 8, 2020 in the above referenced Docket and Order Numbers.

Please acknowledge receipt of this filing by date-stamping the extra copy of this cover letter and returning it to me in the self-addressed, stamped envelope provided for that purpose.

Any questions you may have regarding this filing should be directed to my attention at 407-740-3006 or via email to croesel@inteserra.com. Thank you for your assistance in this matter.

Sincerely,

  
Carey Roesel  
Consultant

cc: Alex Valencia – Matrix (via email)  
Executive Director – SC PSC  
tms: SCx2004

Enclosures  
CR/mp

**RECEIVED**  
JUL 31 2020  
PSC SC  
MAIL / DMS

Telecommunications Carriers <b>AUTHORIZED UTILITY REPRESENTATIVE FORM</b>			
<b>CERTIFICATED COMPANY INFORMATION</b>			
Company Name: Matrix Telecom, LLC		FEIN/SSN:	
DBA/FKA: Matrix Business Technologies d/b/a Trinsic Communications d/b/a VarTec Telecom d/b/a Excel Telecommunications d/b/a Lingo		Telephone # 972-910-1900	
Mailing Address: 400 E. Las Colinas Blvd, Suite 500			
City: Irving	State: TX	ZIP Code: 75039	
Check classifications granted by certificate:		ILEC <input type="checkbox"/>	IXC <input checked="" type="checkbox"/>
		CLEC <input checked="" type="checkbox"/>	Wireless ETC <input type="checkbox"/>
<b>REGISTERED AGENT INFORMATION</b>			
Registered Agent: Corporation Service Company			
Mailing Address: 1703 Laurel Street			
City: Columbia	State: SC	ZIP Code: 29201	

As required by Commission rules and regulations

Print or type company contact person and contact information for the areas listed below:

<b>UTILITY REPRESENTATIVE INFORMATION</b>			
<b>General Manager</b>			
Name: Alex Valencia			
Address: 400 E. Las Colinas Blvd, Suite 500			
City: Irving	State: TX	ZIP Code: 75039	
Phone: 972-910-1720	Email: Alex.Valencia@lingo.com	Fax: 866-418-9750	
<b>Emergency Contact - Non Office Hours</b>			
Name: Eddie Archuleta			
Phone: 972-910-1404	Email: Eddie.Archuleta@lingo.com	Fax: 866-418-9750	
<b>Customer Relations/Complaints Rep</b>			
Name: Mary Hope			
Address: 400 E. Las Colinas Blvd, Suite 500			
City: Irving	State: TX	ZIP Code: 75039	
Phone: 972-910-1374	Email: Mary.Hope@lingo.com	Fax: 866-418-9750	
<b>Complaints Rep for Complaint Escalation</b>			
Name: Mary Hope			
Address: 400 E. Las Colinas Blvd, Suite 500			
City: Irving	State: TX	ZIP Code: 75039	
Phone: 972-910-1374	Email: Mary.Hope@lingo.com	Fax: 866-418-9750	
<b>Customer Toll Free Contact Number:</b> 888-411-0111			
<b>Engineering Operations</b>			
Name: Alex Valencia			
Address: 400 E. Las Colinas Blvd, Suite 500			
City: Irving	State: TX	ZIP Code: 75039	
Phone: 972-910-1720	Email: Alex.Valencia@lingo.com	Fax: 866-418-9750	
<b>Test and Repair</b>			
Name: Alex Valencia			
Address: 400 E. Las Colinas Blvd, Suite 500			
City: Irving	State: TX	ZIP Code: 75039	
Phone: 972-910-1720	Email: Alex.Valencia@lingo.com	Fax: 866-418-9750	

UTILITY REPRESENTATIVE INFORMATION			
<b>Regulatory Officer</b>			
Name & Title: Alex Valencia		VP- Government Affairs and Compliance	
Address: 400 E. Las Colinas Blvd, Suite 500			
City: Irving	State: TX	ZIP Code: 75039	
Phone: 972-910-1720	Email: Alex.Valencia@lingo.com	Fax: 866-418-9750	
<b>Annual Report Form Mailings</b>			
Name & Title: Domingo Chalusant		Compliance Reporting Specialist I	
Address: P.O. Drawer 200			
City: Winter Park	State: FL	ZIP Code: 32790-0200	
Phone: 407-659-8754	Email: dchaluisant@inteserra.com	Fax: 407-740-0613	
<b>Dual Party Invoice Mailings</b>			
Name & Title: Domingo Chalusant		Compliance Reporting Specialist I	
Address: P.O. Drawer 200			
City: Winter Park	State: FL	ZIP Code: 32790-0200	
Phone: 407-659-8754	Email: dchaluisant@inteserra.com	Fax: 407-740-0613	
<b>Universal Service Fund Mailings</b>			
Name & Title: Domingo Chalusant		Compliance Reporting Specialist I	
Address: P.O. Drawer 200			
City: Winter Park	State: FL	ZIP Code: 32790-0200	
Phone: 407-659-8754	Email: dchaluisant@inteserra.com	Fax: 407-740-0613	
<b>Gross Receipts Mailings</b>			
Name & Title: Domingo Chalusant		Compliance Reporting Specialist I	
Address: P.O. Drawer 200			
City: Winter Park	State: FL	ZIP Code: 32790-0200	
Phone: 407-659-8754	Email: dchaluisant@inteserra.com	Fax: 407-740-0613	
<b>Lifeline Contact</b>			
Name & Title: Domingo Chalusant		Compliance Reporting Specialist I	
Address: P.O. Drawer 200			
City: Winter Park	State: FL	ZIP Code: 32790-0200	
Phone: 407-659-8754	Email: dchaluisant@inteserra.com	Fax: 407-740-0613	

ANNUAL REPORT PREPARER INFORMATION	
This form was completed by:	INTESERRA CONSULTING GROUP, INC.
Title: Consultant	AS ATTORNEY-IN-FACT BY SHARON THOMAS, CONSULTANT
Date:	7/28/2020